



16721
July 16, 2008

Dear Applicant:

Since we last updated our information packages and our space on the Marine Safety Unit Toledo Ohio website, many changes have taken place. These changes were made to improve our service to you, our current or future mariner. I believe that most of you will find these changes to your liking in that it will speed up the processing of your application.

On February 4, 2008, REC Toledo began its transition from Sector Detroit and the Marine Safety Unit to the National Maritime Center (NMC) in Martinsburg, WVA. Physically we will not be moving, but many of the functions we were responsible for will now be done by NMC. Your application will still be screened for completeness at our office and should you be required to take any examinations, you will be able to do that here also. In addition, we still have the responsibility for the oversight of all the Coast Guard Approved Courses administered by various schools throughout the Great Lakes Region. In addition, until the system for issuing Transportation Workers Identification Cards (TWIC) is fully operational we will continue to fingerprint mariners at our office as well as at eight remote sites situated around the Great Lakes area. Once the TWIC system is able to transmit its results to the Coast Guard electronically, we will no longer fingerprint mariners.

The key to speedy processing of your application remains with you the applicant. If you do not provide all the necessary information we require before we can send your application to NMC, it will only delay the process. Unlike the past when you could provide the additional information at your leisure, you will be given sixty days to provide the information. If you do not provide the information, we will simply mail your application back to you and you may reapply at a future date. We have provided tips and checklists on both our website and in our information packages to assist you in submitting a complete application.

We highly recommend that you pay your credential transaction fees through <http://www.pay.gov> using your credit card or checking account. There are no additional fees for using this method and it is a very secure site. We no longer, for personnel security reasons, accept cash.

You may check the status of your application online at <http://homeport.uscg.mil> (click on "Merchant Mariners" and then click on "Merchant Mariner Application Status").

NMC will process your application and if complete, they will issue you your credential or inform you that you are approved to test. If there are any other questions concerning your application, they will contact you.

I certainly hope that your application process through our office goes smoothly. If you are experiencing difficulties concerning requested information by our office, please feel free to contact your advisor who has signed your letter. If necessary, contact me at the number above.

Sincerely,

A.A. CAMPOLONGO
Chief Regional Examination Center Toledo
By direction

Office Hours :

Monday - Friday: 8:00 A.M. – 4:00 P.M.
(Closed for lunch 11:30 AM – 12:30 PM)
***Closed all Federal Holidays**

Phone Hours:

Please contact customer service representatives:

Monday – Friday: 7:30 AM-4:00 P.M.

Fingerprints are taken from 8:00 A.M. – 3:00 P.M.

Message service available 24 hours a day (Calls normally returned within one working day.)

REC Phone Numbers:

Applications or General Questions: 419-418-6010

Al Campolongo.....Chief of Licensing Department.....419-418 - 6012

Mr. Bibee.....Assistant Chief of Licensing Department.....419-418 – 6013

Advisors:

Ms. Scott.....419-418 – 6014

Ms. Venier.....419-.418 - 6019

Ms. Osenbaugh.....419-.418 - 6016

Cashier

Ms. Brolhost.....419-418-6018

Examiner

Ms. Reau.....419-418 – 6021

Once your application has been sent to NMC please direct all future questions regarding your application to the NMC helpdesk by phone 1-888-IASKNMC(427-5662) or by email ask

IASKNMC@USCG.MIL

WORLD WIDE WEB ACCESS:

REC Local website:

<http://www.uscg.mil/d9/msuToledo/>

Merchant Mariner Licensing and Documentation National Website:

<http://uscg.mil/stcw/index.htm>

To check on the status of your application and download applications via the internet:

<http://homeport.uscg.mil>

Listing of SAMHSA approved labs for drug testing:

<http://www.health.org/workplace/labs/index.htm>



ALTERNATE FINGERPRINT SITES for U.S. CITIZENS

Fingerprints must be done by a U.S. Coast Guard Regional Exam Center (REC) employee. However, we recognize the difficulty in traveling to Toledo to do this. So, you may choose to appear at an authorized alternate site. In order to do this, you must have a **CURRENT APPLICATION** and **EVALUATION FEE** payment on file at the REC in Toledo. Please **DO NOT** contact any of these alternate locations until after you have submitted the appropriate paperwork and user fees to REC Toledo. An *appointment is required* at all of these locations and you must present two forms of ID (one must be a photo ID).

U.S. Coast Guard Sector Buffalo

1 Fuhrmann Blvd., Buffalo, NY 14203; Phone: (716) 843-9349

USCG Marine Safety Detachment Massena

180 Andrews Street, Massena, NY 13662; Phone: (315) 769-5483 x 202

USCG Marine Safety Unit Cleveland

1055 E. 9th Street, Cleveland, OH 44114; Phone: (216) 937-0112

U.S. Coast Guard Sector Sault Ste. Marie

337 Water Street, Sault Ste. Marie, MI 49783; Phone: (906) 635-3343 or 3223

Fingerprinting conducted on the 2nd Saturday of each month.

USCG Marine Safety Unit Duluth

US Army Corps of Engineer Building; 600 S. Lake Avenue, Duluth, MN 55802;
Phone: (218) 720-5286 x 120 or 130

U.S. Coast Guard Sector Lake Michigan

2420 S. Lincoln Memorial Drive, Milwaukee, WI 53207;
Phone: (414) 747-7164 and (414) 747-7154

USCG Marine Safety Unit Chicago

215 West 83rd Street, Suite D, Burr Ridge, IL 60527; Phone: (630) 986-2155

USCG Sector Field Office Grand Haven

650 S. Harbor Drive, Grand Haven, MI 49417; Phone: (616) 850-2580

NOTE: If you are applying for any original credential, or, if you are using proof of citizenship documents as a second ID, your **original** proof of citizenship document must be submitted to REC Toledo for examination and verification (e.g., valid passport, birth certificate etc.); a *certified copy* issued by the government agency that issued the original document is acceptable. Also, your **original** Social Security card or printout from the Social Security Administration must be submitted to Toledo for verification. If you have questions, contact the REC in Toledo at (419) 418-6010. <www.coastguardweb.com>.